

## **SLOUGH BOROUGH COUNCIL**

**REPORT TO:** Cabinet                      **DATE:** 17<sup>th</sup> July 2017  
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**WARD(S):** All  
**PORTFOLIO:** Cllr Arvind S Dhaliwal – Cabinet Member for Regulation &  
Consumer Protection

### **PART I** **KEY DECISION**

#### **STATUTORY SERVICE PLANS**

##### **1 Purpose of Report**

To seek Cabinet endorsement for Statutory Service Plans (the Plans) in relation to:

- Food Safety Service
- Health and Safety Service
- Trading Standards Service

in accordance with the requirements laid down by The Food Standards Agency (FSA) The Health & Safety Executive (HSE), the Department of Business Skills and Innovation (BIS) and other external agencies.

##### **2 Recommendation(s)/Proposed Action**

The Cabinet is requested to recommend that the Statutory Service Plans in relation to the Food Safety, Health & Safety and Trading Standards work undertaken by the Council be endorsed.

##### **3. The Slough Joint Wellbeing Strategy, the JSNA and the Five Year Plan**

The [Slough Joint Wellbeing Strategy](#) (SJWS) is the document that details the priorities agreed for Slough with partner organisations. The SJWS has been developed using a comprehensive evidence base that includes the Joint Strategic Needs Assessment (JSNA). Both are clearly linked and must be used in conjunction when preparing your report. They have been combined in the Slough Wellbeing Board report template to enable you to provide supporting information highlighting the link between the SJWS and JSNA priorities.

##### **3a. Slough Joint Wellbeing Strategy Priorities –**

###### ***Improving mental health and wellbeing***

- *Supporting and encouraging all the cuisines in Slough to provide safe food through inspections and interventions and the Food Hygiene Rating Scheme (FHRS)*

- *Catering for Health award supporting businesses to provide choices, including the safe importation of ethnic foods.*
- *Reducing risks in the work place with investigations, interventions and specific projects based upon Sloughs needs such as Legionella control,*
- *Increasing awareness of food labelling, allergens and healthy eating, and in doing so contribute to reducing obesity rates in Slough.*
- *Staff being trained on the Care Act and their responsibility under that legislation to be aware of safeguarding issues and reporting lines.*
- *Working in conjunction and in support of Adult Social Care when our Services come across vulnerable people, particularly where they are victims of rogue traders, scams and financial fraud. e.g. Loan Shark project and Operation Rogue Trader/Liberal.*
- *To promote schemes which help the community to help themselves, such as Friends against Scams, Mail Marshals and Adopt a Post Office.*
- *Safeguarding migrant and other vulnerable workers, including Modern Slavery issues and CSE awareness.*

### **Protecting Vulnerable Children**

- *Underage sales education and enforcement; projects in partnership with other stakeholders to reduce the incidence of violence in retail and licensed premises eg, Community Alcohol Partnership (CAP) and supporting outcomes from the Local Alcohol Action Area (LAAA).*
- *Adopting professional curiosity in all that we do to ensure we are competent to recognise and identify child safeguarding issues.*
- *Maintaining professional curiosity among staff and keeping their awareness up to date on issues such as, Modern Slavery and Child Sexual Exploitation.*

### **Housing**

- *Enforcing the Redress Schemes for Lettings Agency Work and Property Management Work (Requirement to Belong to a Scheme etc)(England) Order 2014 which requires all lettings agents and property managers in England to belong to a Government approved redress scheme from 1 October 2014*

## **3b Five Year Plan Outcomes**

These statutory service plans identify positive impacts towards all the 5 year Plan Outcomes, which is detailed in the individual action plans, and in particular:

- *Our children and young people will have the best start in life and opportunities to give them positive lives....*
- *Our people will become healthier and will manage their own health, care and support needs.*
- *Slough will be an attractive place where people choose to live, work and visit.*
- *Slough will attract, retain and grow businesses and investment to provide jobs and opportunities for our residents*

The statutory plans also focus on developing entrepreneurial skills in the teams and commercialisation skills as a tool to maximise income whilst also supporting the council's digital transformation by promoting agile front line working and channel shift to encourage better use of the council's website.

#### 4 **Other Implications**

##### (a) Financial

It is anticipated that the plans will be implemented within existing resources. However, the situation will be closely monitored as unplanned reactive pressures, such as major investigations, will have resourcing implications which will be reported to members for their consideration.

Costs recovered from Primary Authority and other chargeable work will be used to help off set the cost of service delivery and contribute to the council's savings targets as appropriate.

##### (b) Risk Management

<b>Risk</b>	<b>Mitigating action</b>	<b>Opportunities</b>
Legal	None	
Property	None	
Human Rights	None	Protection of worker and consumer rights in Slough
Health and Safety	None for SBC workforce. Risk Assessments are in place for all officer activities	Supporting businesses in Slough toward sensible risk management, enhancing health & safety conditions in Slough.
Employment Issues	None	Costs recovered from Primary Authority can offset service delivery costs helping to maintain a flexible and resilient workforce to meet Sloughs needs
Equalities Issues	None. Equality Impact Assessments have been completed	The work of the teams actively supports equality in the work place for example, with disability access and awareness issues.
Community Support	None	The teams engage in neighbourhood and Community action events
Communications	None	The Teams engage with businesses and residents on a daily basis Regular press releases and newsletters are issued, we sometimes undertake interviews on local Radio stations
Community Safety	None	Underage sales, rogue traders, loan sharks

		activities support the Safer Slough Partnership priorities.
Financial	Risk from complex criminal investigations or disease outbreaks that demand considerable officer time resulting in pressure upon resources to complete statutory work within timescales set by national enforcement bodies. Increased costs from legal fees not fully recovered. Mitigated by the re-prioritisation of resources where possible.	The income from Primary Authority work and further commercialisation of services can be used to offset cost of service delivery
Timetable for delivery	Risk from complex criminal investigations or disease outbreaks that demand considerable officer time resulting in pressure upon resources to complete statutory work. Mitigated by the re-prioritisation of resources where possible.	
Project Capacity	Risk from complex criminal investigations that demand considerable officer time resulting in pressure upon resources to complete statutory work. Mitigated by the re-prioritisation of resources where possible.	
Other Failure to endorse the SDPs	Serious risk to delivery of statutory obligations, failure to delivery on projects that impact positively on health & well being issues in Slough. Potential risk to Slough Borough Council reputation.	

(c) Human Rights Act and Other Legal Implications

There are no Human Rights Act Implications; the work detailed in the Plans is based upon UK and European legislation that has already been assessed in terms of the Human Rights Act Implications

(d) Equalities Impact Assessment

Equalities Impact assessments have been completed on key policies contained within the Plans. However, the work detailed in the Plans is based upon UK and European legislation that has already been assessed in terms of Equality Impact Assessment.

**5 Supporting Information**

- 5.1 National guidance on the delivery of the Authority's enforcement activities is issued by The Food Standards Agency, the Health and Safety Executive and the Department for Businesses, Innovation and Skills; setting out standards for service provision, monitoring and auditing arrangements, in order to ensure that local enforcement activities are undertaken in a robust, fair and consistent manner in line with the Regulators Code and our Enforcement Policy.
- 5.2 The Plans are an important part of the process to ensure national priorities and standards are addressed and delivered to meet local needs effectively; they will be reported to and scrutinised by the national agencies. These Plans, which are required to be reviewed and updated annually, will
- focus on local priorities and the needs of our local community
  - provide an essential link with financial planning
  - set objectives for the future, and identify major issues that cross service boundaries;
  - and provide a means of managing performance and making performance comparisons
- 5.3 Local authorities are required to include in their Statutory Service Plans
- Information about the services they provide
  - the means by which they will provide those services
  - the means by which they will set/monitor performance targets and standards
  - a review of performance against proposed targets
- 5.4 Commercialisation of the services has allowed for increased cost recovery activities which have helped to off set the cost of service delivery particularly with Primary Authority (PA) work. PA is a statutory scheme which enables contractual partnerships to be formed between business and local authorities. The aim being to streamline and simplify the national regulatory compliance demands on local businesses in relation to trading standards, food and health & safety matters. We have now secured 39 successful contracts with national and international businesses such as; Reckitt Benkiser, Mars, Telefonica (o2), Superdrug, Wyevale Garden Centres, Furniture Village and Burger King. It is our intention to enhance the entrepreneurial skills of the teams and further develop commercialisation of the services over the next year.
- 5.5 For the future Statutory Service Delivery will continue to focus very specifically upon areas of high risk whilst aiming to reduce the regulatory burden on compliant business: continuing to make the best use of the resources we have available and ensuring positive outcomes and value for money, whilst supporting business growth.

## 6 **Comments of Other Committees**

Not applicable.

## 7 **Conclusion**

The proposed Plans illustrate our commitment to continuous improvement and accountability, whilst responding flexibly to ongoing changes in both the regulatory and consumer landscapes nationally and locally. They also show how the Council has successfully adopted a balance of techniques and approaches to support local businesses, drive up compliance by enabling businesses to access information & advice more effectively. In addition, the plans enhance consumer protection and promote, with our partners, safety and wellbeing in the workplace and our communities whilst off-setting the cost of delivery by developing further the commercialisation of services where appropriate.

It is clearly illustrated within the Plans how our work contributes significantly towards supporting all of the outcomes of the 5 Year Plan and the Slough Joint Wellbeing Strategy.

## 8 **Appendices Attached**

- a. Food Safety & Standards Service Delivery Plan 2017/18
- b. Health & Safety Service Delivery Plan 2017/18
- c. Trading Standards Service Delivery Plan 2017/18

## 9 **Background Papers**

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| '1' | Food Standards Agency Code of Practice (Revised April 2015)        |
| '2' | National Local Authority Code, Health & Safety at Work. (2013)     |
| '3' | Primary Authority Handbook. Local Better Regulation Office ( 2016) |
| '4' | The Consumer Protection & Business Compliance Enforcement Policy   |